

## Legislation Text

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**File #:** BILL NO. 22-68, **Version:** 1

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An Ordinance authorizing the City to pay maintenance and support costs pursuant to the terms of the Master Services Agreement between the City and OPG-3 Inc. and authorizing the City Manager to execute all documents necessary to effectuate the same on behalf of the City.

### Issue/Request:

Specific approval is needed for the payment of annual maintenance for the City's Laserfiche implementation based on the content of the original documentation. The original Master Services Agreement (MSA) with OPG-3 Inc., and the associated software and support cost document, which is attached is Exhibit D to the MSA, outline the unit costs for maintenance and support.

### Key Issues:

As with most software the City uses, there is an annual maintenance associated with it.

- The original MSA and associated Software and Support costs document, approved by Ordinance No. 8770, outline the per unit maintenance costs for all licenses the City acquired.
- The MSA includes a maximum rate of maintenance increase allowed per year. Something that is most frequently done multiple times throughout the life of the software, setting up 3, 4, or 5 year maintenance agreement renewals.
- This ordinance makes clear how maintenance will be paid going forward.
- The attached Software and Support document outlines the original license counts. Since that time, through Ordinance No. 8975, the City increased the following license counts: Full User license to 65, Participant User License to 450, and a Public Portal and a forms Portal License

### Proposed Committee Motion:

I move to recommend to City Council for approval an Ordinance authorizing the City to pay maintenance and support costs pursuant to the terms of the Master Services Agreement between the City and OPG-3 Inc. and authorizing the City Manager to execute all documents necessary to effectuate the same on behalf of the City.

### Background:

The software agreement with OPG-3 Inc. (adopted with Ordinance No. 8770 and modified with Ordinance No. 8975) is different from others the City has entered into. Under the MSA, the costs for the project were intended to the acquisition of needed initial licenses, professional services for implementation, and additional license acquisition under the CARES Act. Per-unit maintenance costs are outlined in the MSA, but the one-time project budget was not designed for the multi-year ongoing costs of support and maintenance. With other software implementation projects, the implementation, and ongoing costs are two separate items. This ordinance addresses this issue.

Stephen L. Marsh, Chief Technology Officer

Recommendation: Staff recommends approval of An ordinance authorizing the City to pay maintenance and support costs pursuant to the terms of the Master Services Agreement Between the City and OPG-3 Inc. And authorizing the City Manager to execute all documents necessary to effectuate the same on behalf of the City.

Committee Recommendation: [Enter Committee Recommendation text Here]